

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 6,853,998 B2
DATED : February 8, 2005
INVENTOR(S) : Debra L. Beibsheimer et al.

Page 1 of 2

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 19,

Line 60, after "algorithm", add:

-- that receives historical user interaction data including data relating to past user queries entered into the system and associated user context for user, and learns how users context attribute values map to user context attribute functions to improve said context attribute functions, said classifier utilizing improved context attribute functions --

Column 20,

Line 7, "with more enhanced functions." should read -- with said improved functions. --

Line 7, claim 4 should read

-- The user context classifier for a customer self service system as claim in Claim 3, wherein said system further includes a user interaction database comprising said data relating to past user entered into the system and associated user contexts for particular users, said data from the user interaction database serves as a training set for said supervised learning algorithm to enable continuous improvement of said functions in said context attribute function database. --

Column 21,

Line 1, after "algorithm", add:

-- for receiving historical user interaction data including data relating to past user queries entered into the system and associated user context for users, and learning how user context attribute values map to user context attribute functions for improving said context attribute functions, said classifier utilizing improved context attribute functions --

Line 14, "with more enhanced functions." should read -- with said improved functions. --

Line 57, claim 14 should read

-- The method as claimed in claim 13, wherein said data from user interaction records serves as a training set for said supervised learning algorithm to enable continuous improvement of said functions in said context attribute function database. --

Line 62, "steps of;" should read -- steps of: --

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Column 22,

Line 14, after "algorithm", add:

~~-- for receiving historical user interaction data including data relating to past user queries entered into the system and associated user contexts for users, and learning how user context attribute values map to user context attribute functions for improving said context attribute functions, said classifier utilizing improved context attribute functions--~~

Line 29, "with more enhanced functions." should read -- with said improved functions. --

Line 30, claim 24 should read

~~--The program storage device readable by machine as claimed in claim 23, wherein said data from user interaction records serves as a training set for said supervised learning algorithm to enable continuous improvement of said functions in said context attribute function database. --~~

Signed and Sealed this

Twelfth Day of July, 2005

A handwritten signature in black ink, appearing to read "Jon W. Dudas". The signature is stylized with a large, looped initial "J" and a cursive "Dudas".

JON W. DUDAS
Director of the United States Patent and Trademark Office